

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	0
Answer Speed (Waiting Time)	2
Typing Speed	4

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 -90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed	1	1					
Typing Speed	4						

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Contact Talley that appears at the end of this document.

File No. FCC 04-I0109506

During the current reporting period, a VA Relay user filed an informal complaint directly with the FCC. The individual was being charged a long-distance rate for relay calls within their local calling area. Neither VDDHH nor AT&T relay customer support were contacted or given the opportunity to resolve the billing issue prior to the complaint being filed with the FCC. Because the complaint was directed to AT&T long distance and Verizon local service divisions, VA Relay nor VDDHH staff were directly involved in the complaint. File Number FCC 04-I0109506 was closed to the individual's satisfaction in December 2004.

Internet Relay Fraud

Although internet relay fraud is not considered a reportable item by the FCC for purposes of this Log, the continued misuse of internet-initiated relay calls was the concern most often expressed to VDDHH and VA Relay staff during the past twelve months. As a result of these consumer concerns, 78 documented requests were received from Virginia citizens and businesses to block all incoming relay calls. Twenty-eight of these requests were received in the past two months alone. Although relay providers contend they have implemented sufficient controls to prevent these calls, the problem persists.

The reputation and effectiveness of all state relay programs are being increasingly damaged by the presence of fraudulent internet-initiated relay calls. An associated article or comment in the media can negate months of positive education and outreach efforts by state programs. Unfortunately, states currently have no oversight role or other avenue to address this growing issue.

VA Relay Annual Consumer Complaints Summary

June 1, 2004 – May 31, 2005

June 2004

No complaints received.

July 2004

TTY July 6, 2004

The customer complained the CA had not relayed the call verbatim.

Category: Other (Misc)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 7, 2004

FCC: Verbatim

Voice July 22, 2004

The customer stated that the Operator would not place his Speech to Speech call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 27, 2004

FCC: N/A

August 2004

TTY August 3, 2004

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 3, 2004

FCC: N/A

Voice August 3, 2004

The customer complained they were unable to reach the relay service by dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and reported problem to AT&T Technical Team, who implemented repairs.

Contact Closed: August 3, 2004

FCC: Answer Performance

TTY August 3, 2004

The customer complained they were unable to reach the relay service by dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and reported problem to AT&T Technical Team, who implemented repairs.

Contact Closed: August 3, 2004

FCC: Answer Performance

TTY August 17, 2004

The customer filed an FCC complaint that she was billed by AT&T for relay calls. Her carrier of choice is Verizon.

Category: Billing Rate

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Set up a RCP for the customer and apologized for the problem.

Contact Closed: December 15, 2004

FCC: N/A

September 2004**TTY September 10, 2004**

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 10, 2004

FCC: N/A

October 2004**TTY October 27, 2004**

The customer complained the CA was rude.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 27, 2004

FCC: N/A

November 2004

Voice November 19, 2004

The customer, who uses Speech-to-Speech, stated that the CA said he/she needed to dial a TTY user.

Category: Methods Related

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile for Speech-to-Speech.

Contact Closed: November 19, 2004

FCC: N/A

TTY November 22, 2004

The customer stated the CA did not listen to instructions and redialed too many times.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and assured the customer that the CA's manager would follow up accordingly.

Contact Closed: November 22, 2004

FCC: N/A

December 2004

No complaints received.

January 2005

No complaints received.

February 2005

No complaints received.

March 2005

TTY March 8, 2005

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 10, 2005

FCC: N/A

TTY March 10, 2005

The customer complained during his/her call that incoming messages were garbled and VCO was cutting off.

Category: Other (Equip)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Set up a Relay Choice Profile to reflect VCO/ baudot instead of Turbo Code. Customer has not experienced any more problems.

Contact Closed: March 11, 2005

FCC: N/A

TTY March 17, 2005

The customer complained ATT had billed her long distance relay calls, but ATT is not her long distance carrier.

Category: Billing Rate

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Obtained credit for the customer for the calls that were charged by AT&T.

Contact Closed: June 10, 2005

FCC: N/A

April 2005

Voice April 6, 2005

The customer complained the CA interjected personal comments.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 7, 2005

FCC: Transparency

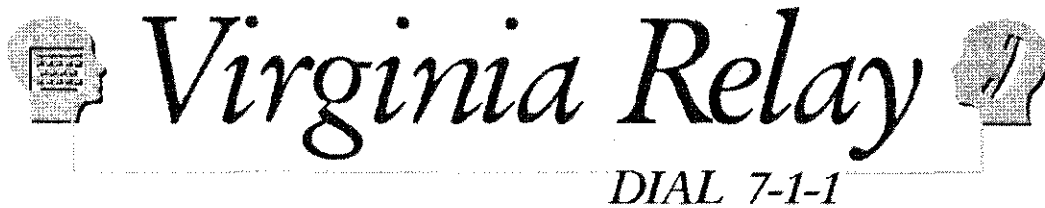
May 2005

No complaints received.

Summary of VA Relay User Feedback

June 1, 2004 – May 31, 2005

June 1, 2004 – May 31, 2005			
I. Commendations	Voice	TTY	Total
CA/OPR Related	90	128	218
Relay/OSD Related	3	4	7
Other			
Total Commendations	93	132	225
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	2	3
Typing Skill/Speed			
English Grammar			
CA Hung up on me		1	1
Other (CA/OPR)	1	2	3
Equipment			
Disconnect			
Answer/Wait Time	1	1	2
Garbled Words			
Other (Equip)		1	1
Methods Related	1		1
Miscellaneous			
Billing Rate		2	2
Scope of Service			
Other (Misc)		1	1
Total Complaints	4	10	14
III. Inquiries/Comments	Voice	TTY	Total
General Information	104	36	140
Outreach/Marketing	4	5	9
Explain Relay	13	3	16
TTY Purchase/Equipment Distribution Program	44	4	48
LEC Service	4	1	5
Billing/Rate	13	10	23
Computer Settings		1	1
Technical Related	12	10	22
Other (includes requests for blocking all relay calls)	132	62	194
Total Inquiries/Comments	326	132	458
Grand Total	423	274	697



CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS

June 1, 2005 – May 31, 2006



COMMONWEALTH of VIRGINIA

Ronald L. Lanier
Director

Department for the Deaf and Hard of Hearing

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Ratcliffe Building Suite 203
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Richmond, Virginia 23229-5012

June 23, 2006

Section 56-484.5 of the *Code* of Virginia designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the oversight agency for telecommunications relay services within our Commonwealth. With technical assistance from the Virginia State Corporation Commission, VA Relay operates the nation's twelfth busiest relay center.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2005 through May 31, 2006. We are pleased to report that only 3 percent of total consumer inquiries were identified as complaints, a slight increase over the previous reporting period. However, of the 15 complaints received, only 2 were related to FCC minimum standards, a significant improvement over the previous reporting period. In addition, 168 service commendations were received from consumers during the same reporting period.

The current log also includes consumer feedback for enhanced Voice Carry Over relay services for this same period. CapTel™ has been an on-going part of VA Relay since April 1, 2004. For the current reporting period a total of 35 complaints were received. Of this amount, 5 were related to FCC minimum standards, a slight improvement over the previous reporting period. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay and Outreach Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier

**ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS**

June 1, 2005 – May 31, 2006

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VA Relay Center

Since 1991, AT&T has consistently provided a quality telecommunications relay service in the Commonwealth of Virginia. Our current contract expires January 31, 2007, and we are presently negotiating with AT&T for a one-year contract extension.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House VA Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's

comments is electronically forwarded to AT&T for CICS entry and appropriate documentation and follow-up.

Any complaints directly related to CA performance are routed to a center Associate Manager who is required to meet with the individual CA within seventy-two hours of receipt of the complaint. Additional CA training is then scheduled if appropriate.

Complaints or inquiries related to technical or billing issues are not subject to a specific deadline since technical research or follow-up with other entities may be necessary. However, timely resolution of these items is still required and monitored by VDDHH. In addition, the Virginia State Corporation Commission (SCC) is available to assist VDDHH with billing issues related to phone companies under their jurisdiction.

Copies of all CICS entries are maintained by VDDHH and reconciled to the monthly CICS report summary provided by AT&T. VDDHH staff members immediately investigate any complaints not indicating resolution during the month in question. Since June of 2000, any CICS entry related to an alleged violation of FCC TRS standards or of more stringent Virginia contract requirements is identified and filed separately. This allows for a clear annual accounting of specific complaints related to FCC or state contract requirements. These complaints are also noted in the annual submission of our FCC Complaint Log. All CICS entries and monthly reports are retained by VDDHH for a minimum of five years.

Discussion of Consumer Complaints

For the current FCC reporting period, 589 customer contacts were received and reported through CICS. Of this number, only 15, or approximately 3% of total contacts were identified as complaints. Of these 15 complaints, only 2 were identified as alleged violations of the federal minimum standards, an improvement over the previous reporting period. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	1
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	1
Answer Speed (Waiting Time)	0
CA Typing Skills	0

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency	1						
Confidentiality							
Verbatim							
In Call Replace				1			
Answer Speed							
CA Skills							

More information on each of the above reportable complaints is presented in the Annual Consumer Complaints Summary that begins on page 10 of this document.

The remaining 13 complaints were considered as personal call preferences, misunderstandings by the customer of relay protocols, or a perceived negative attitude or manner of the CA. Included were two complaints regarding billing rates, one of which for international relay calls. A majority of the complaints were addressed in a 24-hour period and required minimal follow-up by VDDHH.

CapTel™ Relay Services

After an extremely successful twenty one-month trial of the service, VA Relay began offering CapTel as an on-going part of VA Relay on April 1, 2004. While our contract for traditional relay services is with AT&T, Virginia established a separate contract for CapTel services and equipment with Sprint Relay. The CapTel call center is operated by Ultratec, Incorporated in Madison, Wisconsin. In accordance with FCC standards, CapTel services became 7-1-1 accessible in Virginia for hearing callers on August 1, 2004.

Virginia CapTel users can also provide comments on services through three basic avenues. Feedback is received directly by Sprint/Ultratec, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

Receipt of Consumer Comments and Methodology

Sprint/Ultratec receives CapTel user comments directly through:

- CapTel Customer Service Line 1-800-482-2424 (TTY) 1-877-243-2823 (Voice)
- CapTel Customer Service Email service@ultratec.com
- CapTel National Website www.captionedtelephone.com
- Virginia CapTel Account Manager RANDY.G.MURBACH@mail.sprint.com
- Consumer Correspondence

VDDHH receives CapTel user comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdsk@vddhh.virginia.gov
- VDDHH Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives CapTel user comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

In addition to these three basic avenues, VDDHH has worked out an agreement with AT&T that any CapTel user comments received at the Customer Care Desk at the VA Relay center will be accepted and immediately forwarded to VDDHH for follow-up.

All CapTel user comments are provided to VDDHH by Sprint on a monthly basis. Any complaint that is not resolved within the reporting period is then documented and investigated by VDDHH staff.

Discussion of CapTel Consumer Complaints

A total of 35 complaints were received on the enhanced Voice Carry Over service during the current reporting period, the same number as the previous reporting period. Again, the majority of the complaints were technical in nature. Five of the complaints were considered alleged violations of FCC standards, all of which were related to Typing Speed and Accuracy. Nine complaints on billing were also received and readily resolved. The most common technical complaint received involved the disconnecting of the line while the call was in progress. The majority of technical complaints were satisfactorily resolved by CapTel Customer Service Representatives. A breakdown of the FCC reportable complaints appears below.

Alleged Violations of the Federal Minimum Standards

Transparency	0
Confidentiality	0
Verbatim Relay of Call by CA	0
In Call Replacement	0
Answer Speed (Waiting Time)	0
Typing Speed	5

Number of Days for Resolution of Federal Minimum Standards Complaints

	Same Day	1 day	2-5 days	6-10 days	11-20 days	21-45 days	46 –90 days
Transparency							
Confidentiality							
Verbatim							
In Call Replace							
Answer Speed							
Typing Speed	4				1		

More information on each of the above reportable complaints is presented in the annual Virginia CapTel Customer Contact Talley that appears near the end of this document.

Internet Relay Fraud

Although internet relay fraud is not considered a reportable item by the FCC for purposes of this Log, the continued misuse of internet-initiated relay calls was the concern most often expressed to VDDHH and VA Relay staff during the past twelve months. As a result of these consumer concerns, 166 documented inquiries were received from Virginia citizens and businesses regarding internet relay fraud. Many of these inquiries were accompanied by requests to block all incoming relay calls. Although relay providers contend they have implemented sufficient controls to prevent these calls, from our perspective, the problem persists.

The reputation and effectiveness of all state relay programs are being increasingly damaged by the presence of fraudulent internet-initiated relay calls. A single associated article or comment in the media can negate months of positive education and outreach efforts by a state program. Unfortunately, states currently have no oversight role or other avenue to address this continuing issue with internet relay providers.

In a related matter, it is very difficult for a hearing relay user to appropriately file a complaint regarding internet relay calls in general. Although a relay operator number is announced at the beginning of the call, there is currently no requirement for indication of which internet relay

provider is handling that call. Even though the hearing relay user pursues a complaint at the state or federal level, without provider identification of the provider, follow-up and resolution are often incomplete and ineffective.

Carrier of Choice - Billing of VoIP Relay Calls

An emerging concern related to Carrier of Choice for relay users is the growing popularity of internet-based long distance providers. In many cases, these new providers offer low or no cost long distance services to their customers, including relay users. Unfortunately, billing agreements are not currently established with these new companies and relay providers may not be able to readily process an associated long distance call. As a result, relay callers with VoIP telecom service are finding that their selected long distance company cannot be used to bill a toll call. In order to complete the call, the relay caller is required to identify an alternate provider or accept the billing rate of the relay provider. In either case, the relay caller is subject to a separate monthly bill for a service that may be free under their existing long distance plan.

Although we are working with our current relay contractor to resolve this issue, part of the problem is that VoIP companies may not have an active Feature Group D (FGD) Carrier ID Code (CIC) on the Public Switch Network. This FGD CIC is necessary for a relay provider to select a long distance carrier for billing. There is also no obligation and little financial incentive for a VoIP provider to sign such a billing agreement. Because the service is internet-based, a state has little control or few enforcement strategies to ensure full compliance in this situation. We will continue to monitor this issue closely during the 2006-2007 reporting period.

**VA Relay Annual Consumer Complaint Log Summary
June 1, 2005 – May 31, 2006**

June 2005

TTY June 2, 2005

The customer complained that VaRelay needed to improve on Spanish Relay call setup.

Category: Scope of Service

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer that management would follow up accordingly.

Contact Closed: June 3, 2005

FCC: N/A

TTY June 18, 2005

The customer complained the CA had hung up on him/her.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 20, 2005

FCC: N/A

July 2005

No complaints received.

August 2005

TTY August 8, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 12, 2005

FCC: N/A

TTY August 12, 2005

The customer complained that the CA interrupted and typed before he/she gave the GA and then disconnected the call.

Category: CA Hung up on me

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 16, 2005

FCC: N/A

September 2005

TTY September 23, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 27, 2005

FCC: N/A

October 2005

TTY October 5, 2005

The customer complained the CA left the wrong message.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 6, 2005

FCC: N/A

TTY October 25, 2005

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 26, 2005

FCC: N/A

November 2005

TTY November 3, 2005

The customer complained the CA did not provide ID at the end of the call.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 4, 2005

FCC: N/A

TTY November 12, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 14, 2005

FCC: N/A

TTY November 15, 2005

The customer complained that he/she was having trouble placing a call with Verizon as the Carrier of Choice.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Advised the customer that there was a problem with the LEC and apologized for the inconvenience.

Contact Closed: November 16, 2005

FCC: N/A

Voice November 17, 2005

The customer complained the CA did not follow instructions.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 18, 2005

FCC: N/A

December 2005

No complaints received.

January 2006

No complaints received.

February 2006

TTY February 3, 2006

The customer complained that an International call must be billed AT&T.

Category: Billing Rate

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized to the customer and explained International billing requirements.

Contact Closed: February 3, 2006

FCC: N/A

TTY February 28, 2006

The customer complained the CA did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 28, 2006

FCC: Transparency

March 2006

TTY March 26, 2006

The customer complained the CA did not comply with his/her request.

Category: Gender Accommodation

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 3, 2006

FCC: In Call Replacement

April 2006

No complaints received.

May 2006

TTY May 9, 2006

The customer complained the CA did not follow instructions.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: May 11, 2006

FCC: N/A

Summary of VA Relay User Feedback

June 1, 2005 - May 31, 2006			
I. Commendations	Voice	TTY	Total
CA/OPR Related	90	76	166
Relay/OSD Related	2		2
Other			
Total Commendations	92	76	168
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner	1	4	5
Typing Skill/Speed			
English Grammar			
CA Hung up on me		2	2
Other (CA/OPR)		5	5
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate		2	2
Scope of Service		1	1
Other (Misc)			
Total Complaints	1	14	15
III. Inquiries/Comments	Voice	TTY	Total
General Information	64	23	87
Outreach/Marketing	7	2	9
Explain Relay	23	1	24
TTY Purchase/Equipment Distribution Program	48	3	51
LEC Service	10	5	15
Billing/Rate	15	9	24
Computer Settings	1	3	4
Technical Related	8	18	26
Other (includes requests for blocking relay calls)	110	56	166
Total Inquiries/Comments	286	120	406
Grand Total	379	210	589



CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS
CONCERNING TRS

June 1, 2006 – May 31, 2007



COMMONWEALTH of VIRGINIA

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Director

Department for the Deaf and Hard of Hearing

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Richmond, Virginia 23229-5012

June 25, 2007

Section § 51.5-115 of the *Code of Virginia* designates the Virginia Department for the Deaf and Hard of Hearing (VDDHH) as the agency for the provision and operation of telecommunications relay services within our Commonwealth. With technical assistance from the Virginia Information Technologies Agency, we oversee 1.2 million relay calls annually.

On behalf of VDDHH, VA Relay, and the VA Relay Advisory Council, I am pleased to submit the following Annual Log Summary of Consumer Complaints Concerning TRS for the period June 1, 2006 through May 31, 2007. We are pleased to report that less than 2 percent of total consumer inquiries were identified as complaints, a slight improvement over the previous reporting period. Of these complaints, 3 were related to FCC minimum standards. In addition, 129 service commendations were received from consumers during the same reporting period.

The current log also includes consumer feedback for enhanced Voice Carry Over relay services for this same period. CapTel™ has been an on-going part of VA Relay since April 1, 2004. For the current reporting period a total of 29 complaints were received. Of this amount, 4 were related to FCC minimum standards, a slight improvement over the previous reporting period. Because these services are provided under contract with a different provider, all consumer complaint data on CapTel is presented in a separate section of our Log.

Thank you for the opportunity to forward this summary of consumer feedback, and we hope you find it beneficial. All questions concerning this submission should be directed to the VDDHH Relay Manager, Clayton E. Bowen, clayton.bowen@vddhh.virginia.gov. You may also reach him at 1-800-552-7917, voice/TTY.

Sincerely,

A handwritten signature in cursive script that reads "Ronald L. Lanier".

Ronald L. Lanier

CC Docket No. 03-123

ANNUAL LOG SUMMARY OF CONSUMER COMPLAINTS CONCERNING TRS

June 1, 2006 – May 31, 2007

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VA Relay Center

Since 1991, AT&T has consistently provided quality telecommunications relay services in the Commonwealth of Virginia. Our current contract expires January 31, 2008, and we are presently negotiating with AT&T for an additional one-year contract extension.

Receipt of Consumer Comments and Methodology

VA Relay consumers can provide comments on services through three basic avenues. Feedback is received directly by AT&T, directly by VDDHH, or indirectly through the VA Relay Advisory Council and the statewide VDDHH Outreach network.

AT&T receives consumer comments directly through:

- VA Relay Customer Care Desk, 1-866-246-9300 (TTY) 1-866-894-4116 (Voice)
- The In-House VA Relay Account Manager matthew.myrick@vddhh.virginia.gov
- Communication Assistants (CA) and their Supervisors
- AT&T Relay Customer Service Line 1-800-682-8786 (TTY) 1-800-682-8706 (Voice)
- AT&T National Relay Website www.att.com/relay
- Consumer Correspondence

VDDHH receives consumer comments directly through:

- VDDHH Toll-Free Customer Service Number 1-800-552-7917 (TTY/Voice)
- On-line Relay Consumer Input Form www.vddhh.org
- VA Relay Website, www.varelay.org
- VDDHH Customer Service E-mail Address frontdesk@vddhh.virginia.gov
- Public Meetings and Regional Consumer Forums
- Consumer Correspondence

VDDHH receives consumer comments indirectly through:

- The VA Relay Advisory Council whose members represent consumer organizations or specific types of relay users
- The VDDHH Statewide Outreach Network composed of staff and contractors who are knowledgeable of VA Relay, its operations and services.

All consumer feedback whether received directly or indirectly is recorded in AT&T's automated Commendation, Inquiry, and Complaint System, more commonly referred to as CICS. All comments are entered into the CICS database within twenty-four hours of receipt, whether received by AT&T or provided through VDDHH. AT&T is contractually required to forward VDDHH an electronic copy of each entry within the ensuing twenty-four hour period. The majority of CICS complaints are received at the VA Relay Customer Care Center where they are responded to and resolved by Center personnel. For complaints received directly by VDDHH, staff members provide the response to the consumer in many cases. A copy of the consumer's